

Corporate Employment Resources, Inc.
27777 Franklin Road, Suite 600
Southfield, MI 48034

STATE OF NH
DEPT OF JUSTI

2018 FEB 15 AM 10: 50

February 8, 2018

New Hampshire Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

To Whom It May Concern:

I am writing on behalf of Corporate Employment Resources, Inc. ("Company") to inform you of a security incident potentially affecting thirty New Hampshire residents.

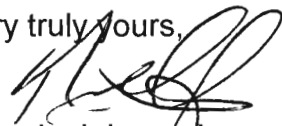
On January 26, 2018, a Company employee sent an e-mail ("January 26 e-mail") to other current and former Company employees who were authorized to receive the e-mail but inadvertently attached a document not intended for the recipients. The erroneous attachment contained the intended recipients' personal information as well as the personal information of other current and former employees, including first and last names and Social Security numbers. The Company employee realized her error almost immediately in sending the January 26 e-mail and promptly notified the Company on that day. The Company has asked all recipients of the January 26 e-mail to delete it (along with the erroneous attachment) and to confirm the deletion. The Company is in the process of collecting confirmations of the deletion.

Please note that the Company has no information suggesting that any of the individuals' personal information has been misused.

The Company will mail a notification to the potentially affected New Hampshire residents on or about February 9, 2018. The Company will offer the residents a two-year membership in Experian's IdentityWorksSM identity protection product at no cost to the recipients.

If you have any questions concerning this matter, please do not hesitate to contact me at 248-208-4486 or rick.lara@impellam.com.

Very truly yours,



Ricardo J. Lara, Jr.
General Counsel, North America

Enclosure

Return mail will be processed by: IBC
PO Box 1122
Charlotte, NC 28201-1122
PO #122101A

00001485



Draft

Corporate Employment Resources, Inc.
27777 Franklin Road, Suite 600, Southfield, MI 48034

February 9, 2018

Dear :

Corporate Employment Resources, Inc., d/b/a Bartech or Guidant Group Support Services (the "Company"), is committed to safeguarding its current and former employees' personal information. Unfortunately, we need to inform you of an information security incident that recently affected some of these individuals and which may affect you. We also want to tell you about the actions the Company is taking to address this incident and to assure you that we have taken steps to prevent a recurrence.

On January 26, 2018, a Company employee sent an e-mail (the "January 26 e-mail") to several current and former Company employees who were authorized to receive the e-mail but inadvertently attached a document not intended for the recipients. The erroneous attachment contained the intended recipients' personal information as well as the personal information of other current and former employees. The personal information included first and last names and Social Security numbers. The attachment to the January 26 e-mail did not contain any driver's license numbers or other state identification card numbers, financial account numbers, credit or debit card numbers, or medical or health insurance information.

The responsible employee realized the error almost immediately after sending the January 26 e-mail and notified the Company on that day. The Company then promptly took steps to ask that recipients of the January 26 e-mail delete it (along with the erroneous attachment) and to confirm the deletion. To date, we have received confirmation from most recipients, and we anticipate receiving such confirmation from the remainder shortly.

We want to emphasize that the Company has no information suggesting that any of your personal information has been misused. Nonetheless, out of an abundance of caution, the Company is offering you two years of identity protection services at no cost to you through Experian, one of the three nationwide credit bureaus.

Your free, two-year membership in Experian's IdentityWorksSM product provides identity restoration services, fraud detection tools, and other benefits which include monitoring your credit file. Starting today, if you suspect that your personal information has been used fraudulently, you can call Experian's identity restoration agents to assist you to investigate and resolve any incidents of fraud. You may take advantage of this benefit, at any time, until February 9, 2020, by calling Experian at **877-890-9332**. No enrollment or activation is necessary. The terms and conditions for identity restoration are located at www.ExperianIDWorks.com/restoration.

While identity restoration is immediately available to you, we also encourage you to activate fraud detection tools available through IdentityWorksSM. This product provides you with superior identity detection, credit monitoring, and resolution of identity theft.

If you wish to enroll in IdentityWorksSM, you will need to do the following:

1. **VISIT** the IdentityWorksSM web site: <https://www.experianidworks.com/credit> or call **1-877-890-9332** to enroll and provide Engagement Number DB05242
2. **PROVIDE** your Activation Code:

Enrollment Deadline: April 6, 2018 (your Activation Code will not work after this date)

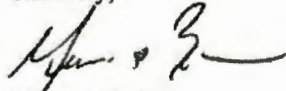
If you have any questions concerning IdentityWorksSM or if you prefer to enroll over the phone for delivery of your membership via US mail, please call Experian at 1-877-890-9332. Be prepared to provide Engagement Number **DB05242** as proof of eligibility for the identity protection product by Experian.

In addition to the steps the Company has taken to provide you with identity protection services, with this letter, we have included additional information on actions you can take to protect the security of your personal information. We urge you to review this information carefully.

To help prevent a recurrence of this human error, the Company is conducting a thorough review of its current policies and procedures. Based on that review, we will evaluate what additional steps are needed to enhance the strong protections we already have in place for safeguarding personal information and ensuring excellent employee performance.

The Company sincerely regrets any inconvenience this incident may cause you. If you have any questions concerning the incident, please contact our dedicated call center at **866-961-1460**. Our call center is available Monday through Friday (except for major U.S. holidays) from 9:00 AM EST through 7:00 PM EST.

Sincerely,



Michael Bixler

Vice President

Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

1. Enroll in Identity WorksSM. You must personally activate identity monitoring for it to be effective. The notice letter contains instructions and information on how to activate your IdentityWorksSM membership. If you need assistance or if you want to enroll by telephone, you should contact Experian directly at 1-877-890-9332. Experian's IdentityWorksSM product will provide the following:



- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.¹
- **Credit Monitoring:** Actively monitors your Experian credit file for indicators of fraud.
- **Identity Restoration:** Identity restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorksSM ExtendCARE:** You will receive the same high level of identity restoration support even after your IdentityWorksSM membership has expired.
- **\$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please direct questions about the IdentityWorksSM product to Experian. A credit card is not required for enrollment in IdentityWorksSM. Enrollment in IdentityWorksSM will not affect your credit score.

2. Review your credit reports. You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report from one of the three credit bureaus every four months.

3. Review your account statements. You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities, and other service providers.

4. Remain vigilant and respond to suspicious activity. If you receive an e-mail or mail alert from Experian, contact an IdentityWorksSM identity resolution agent toll-free at 1-877-890-9332 or visit www.ExperianIDWorks.com/restoration for additional information. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You should also consider reporting such activity to your local police department, your state's attorney general, and the Federal Trade Commission.

5. Consider placing a fraud alert with one of the three national credit bureaus. You can place an initial fraud alert by contacting one of the three national credit bureaus listed below. For 90 days, an initial fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but also may delay you when you seek to obtain credit. You can also obtain information from the three national credit bureaus about placing a security freeze to prohibit a credit reporting agency from releasing information from your credit report without your prior written authorization. There may be a cost associated with placing a security freeze.

The contact information for all three bureaus is as follows:

Equifax
P.O. Box 740241
Atlanta, GA 30374
1-800-525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

6. Additional Information. You can obtain additional information about steps you can take to avoid identity theft from the following:

Identity Theft Clearinghouse
Federal Trade Commission
400 Pennsylvania Avenue, NW
Washington, DC 20580
<http://www.ftc.gov/idtheft/>
(877) IDTHEFT (438-4338)
(202) 326-2222

If you live in Connecticut, please read the additional notice below that applies to you:

You have the right to place a security freeze on your credit report. To do so, you need to send a request to a consumer reporting agency by certified mail or such other secure method as authorized by the consumer reporting agency. To place a freeze, you will need to provide the following information to each credit bureau: (i) your full name including middle initial (and generation); (ii) Social Security number; (iii) complete addresses for the past two years; (iv) date of birth; (v) \$10.64 (includes tax) or a valid investigative or incident report or complaint filed with a law enforcement agency or documentation related to a limited number of specific exceptions (there is also no fee for Connecticut residents under the age of 16 or at least 62 years of age at the time of the request); (vi) one copy of a government issued identification card; and (vii) one copy of a utility bill, bank or insurance statement. Each copy must be legible, display your name and current mailing address, and the date of issue. You may obtain a security freeze and information on it by contacting any one or more of the following national consumer reporting agencies:

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022-2000
<http://www.transunion.com/securityfreeze>
1-800-680-7289

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
1-888-397-3742

Equifax Security Freeze
P.O. Box 105788
Atlanta, Georgia 30348
<https://www.freeze.equifax.com>
1-800-349-9960

If you live in Maryland, please read the additional notice below that applies to you:

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.marylandattorneygeneral.gov

If you live in Massachusetts, please read the additional notice below that applies to you:

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

In order to request a security freeze, you will need to provide the following information to each of the credit bureaus: (i) your full name including middle initial (and generation); (ii) social security number; (iii) date of birth; (iv) current address and previous addresses for the past two years; (v) a legible photocopy of a government issued identification card; (vi) if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft; (vii) one copy of a utility bill, bank, or instance statement, and (viii) if you are not a victim of identity theft, include a payment of \$5 to place a security freeze. Each copy must be legible, display your name and current mailing address, and the date of issue. You may obtain a security freeze and information on it by contacting any one or more of the following national consumer reporting agencies:

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022-2000
<http://www.transunion.com/securityfreeze>
1-800-680-7289

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
1-888-397-3742

Equifax Security Freeze
P.O. Box 105788
Atlanta, Georgia 30348
<https://www.freeze.equifax.com>
1-800-349-9960

If you live in New Mexico, please read the additional notice below that applies to you:

Under the Fair Credit Reporting Act, you have the right to ask the three nationwide credit bureaus listed in Paragraph 5 to block from the credit report it maintains on you any debts and inaccurate information resulting from identity theft. To request a block, you must provide the following information to the credit bureaus:



- (a) appropriate proof of your identity;
- (b) a copy of an identity theft report;
- (c) an identification of the information resulting from identity theft to be blocked; and
- (d) a statement that the identity-theft-related information is not information relating to one of your transactions.

The credit bureaus have four (4) business days from the date they receive your request to block the reporting of the identity theft-related information. If a credit bureau rejects your request or rescinds the block of this information, it will notify you.

If you live in North Carolina, please read the additional notice below that applies to you:

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226 (within North Carolina)
1-919-716-6000 (outside of North Carolina)
www.ncdoj.com

If you live in West Virginia, please read the additional notice below that applies to you:

You have the right to place a security freeze on your credit report. To do so, you need to send a request to a consumer reporting agency by certified mail or such other secure method as authorized by the consumer reporting agency. To place a freeze, you will need to provide the following information to each credit bureau: (i) your full name including middle initial (and generation); (ii) Social Security number; (iii) current address and previous address for the past two years; (iv) date of birth; (v) \$5.30 (includes tax) or a valid investigative or incident report or complaint filed with the Federal Trade Commission, the office of the Attorney General of West Virginia, or a law enforcement agency; (vi) one copy of a government issued identification card; and (vii) one copy of a utility bill, bank or insurance statement. Each copy must be legible, display your name and current mailing address, and the date of issue. You may obtain a security freeze and information on it by contacting any one or more of the following national consumer reporting agencies:

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022-2000
<http://www.transunion.com/securityfreeze>
1-800-680-7289

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
1-888-397-3742

Equifax Security Freeze
P.O. Box 105788
Atlanta, Georgia 30348
<https://www.freeze.equifax.com>
1-800-349-9960